

What is a Patient Centered Medical Home (PCMH)?

The Patient-Centered Medical Home model of health care delivery is being adopted across Army Medicine and many civilian health care systems.

This model is based on the belief that your well-being should always be at the center of every decision about your health. You and your Family will receive more personalized and coordinated care, supported by an entire team to maximize overall wellness.

We will provide you and your Family more personalized care with multiple ways to access your care team, thanks to the team-based and holistic approach.

You no longer have just a primary care provider, but an entire primary care team!

Partner in Your Care

Your care team needs your cooperation. To get the most out of your next visit, be active in your care. Remember, YOU are the most important member of your health care team!

Before your visit

Write down your medications, doses and frequency as well as any questions you have about your medications or health conditions.

During your visit

Ask questions and share in the decision making process.

After your visit

Follow your care plan and keep your care team informed.

Visit us at

www.ddeamc.amedd.army.mil/PCMH
for more information. Or talk with your Patient Centered Medical Home staff for assistance in registering with Army Medicine's Secure Messaging Service.

Central Appointments
(706) 787-7300

Community Care Center
Teams: Azalea and Peach
(706) 787-9123

Family Medicine Clinic
Teams: Alpha, Charlie and Echo
(706) 787-0450 / 787-8332

Internal Medicine Clinic
Teams: Red and Blue
(706) 787-6945 / 787-6845

Troop Medical Clinic 4
Teams: Courage and Honor
(706) 787-7755



NEED HEALTH CARE ADVICE RIGHT AWAY?



**Contact the Nurse
Advice Line**

Available 24/7

**Call 1-800-TRICARE
(1-800-824-2273)**



www.facebook.com/DDEAMC



Dwight D. Eisenhower Army Medical Center



**Patient Centered Medical
Home**

and

**Army Medicine Secure
Messaging Service**

**300 Hospital Road
Fort Gordon GA 30905
(706) 787-5811
www.ddeamc.amedd.army.mil**

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The Care Team Approach

YOU, the patient:

- Maintain a healthy lifestyle
- Take medication as prescribed
- Communicate your concerns through secure email, telephone consultations, or during the office visit
- Stay informed about your medical conditions and personalized care plan

YOUR Providers: The Doctor, Physician Assistant (PA) or Nurse Practitioner (NP) partners with you to facilitate your care.

YOUR Licensed Practical Nurse (LPN) or Medical Assistant (MA): Conducts your initial screening during each visit. This is your point of contact to relay any new or changed information regarding your health status. They also facilitate open lines of communications between you and your care team.

YOUR Registered Nurse (RN): Your Care Team Leader is available to you through walk-in services, telephone consults and Army Medicine Secure Messaging Service e-mail.

YOUR Extended Team: Everyone provides additional preventive care, including Nurse Case Managers, Population Health Nurses, Dietitians, Behavioral Health Providers, and the Laboratory, Radiology and Pharmacy teams. They work closely with your assigned care team.

Army Medicine Secure Messaging Service

Army Medicine beneficiaries can now conveniently communicate online with their primary care providers via secure messaging e-mail.

Army Medicine Secure Messaging Service brings your health care team to you, wherever you are, any time of day. It allows you to communicate with your doctor through secure email about non-urgent health care matters, so your doctor or another care team member can respond during business hours.

Through Secure Messaging, you can contact your primary care clinic to:

- **Ask** questions and receive advice about non-urgent health concerns at your convenience
- **Request** appointments and referrals, even when your doctor's office is closed, so your clinic can respond and/or schedule them during business hours
- **Renew** medication prescriptions easily, request prescriptions be sent to your preferred pharmacy, and specify pick-up or mail-order delivery
- **Request** laboratory, X-ray and other test results, with an explanation from your doctor or other care team member attached, when appropriate
- **Avoid** unnecessary office visits and telephone calls
- **Access** valuable, medically reviewed health education information about a full range of healthcare topics and access links to doctor-recommended information and sites

Army Medicine Secure Messaging Service is a secure portal that is compliant with the Federal Health Insurance Portability and Accountability Act (HIPAA). Encryption technology and a stringent privacy policy protect patient personal information more securely than either the telephone or regular email. Patient information is only accessible by patients and their health care team.

AMSMS was launched to benefit you through:

- **Increased access** to your medical care team
- **Faster, more successful** communication
- **Encouraging active involvement** in your own care through a patient safety strategy, by providing educational materials about topics important to your overall health and care, and giving you the ability to access and add to your personal health record

AMSMS isn't only benefiting patients. Doctors and their staffs don't have to play phone tag with patients when they don't want to leave a voicemail with lab results. Nurses can spend less time on the phone and more time with patients when they can answer questions or arrange appointments or referrals through secure email.

It's easy to get started and there's no cost to you. The benefits include no more waiting on hold to talk to a health care professional, and no more phone tag when trying to schedule an appointment or ask a question.

To learn more or sign up, talk to your primary care clinic about getting connected with Army Medicine Secure Messaging Service.